

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post <div style="text-align: center;"><u>Chisinau</u></div>	2. Agency <div style="text-align: center;">DOS</div>	3a. Position Number		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input checked="" type="checkbox"/> Yes (3) <input type="checkbox"/> No				
4. Reason For Submission <input checked="" type="checkbox"/> a. Redescription of duties: This position replaces <div style="margin-left: 40px;">(Position Number) _____ (Title) <u>Computer Management Assistant (CMA)</u> (Series) <u>1805</u> (Grade) <u>FSN-8</u></div> <input type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Computer Management Assistant	FSN-8		
b. Other				
c. Proposed by Initiating Office	Information Technology and Communications Specialist FSN-1805			
6. Post Title of Position (<i>if different from official title</i>) Information Technology and Communications Specialist		7. Name of Employee		
8. Office/Section Management Information Systems Center		a. First Subdivision Information Management Office		
b. Second Subdivision Information Systems Center		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Employee</div> <div style="display: flex; justify-content: space-between;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Employee</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Supervisor</div> <div style="display: flex; justify-content: space-between;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Supervisor</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Chief or Agency Head</div> <div style="display: flex; justify-content: space-between;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Chief or Agency Head</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Admin or Human Resources Officer</div> <div style="display: flex; justify-content: space-between;"> <div style="border-top: 1px solid black; width: 45%;">Signature of Admin or Human Resources Officer</div> <div style="border-top: 1px solid black; width: 45%;">Date (mm-dd-yyyy)</div> </div>		
13. Basic Function of Position				
<p>This position serves as a multi-domain specialist for information technology and communications technologies in the Information Systems Center (ISC) for the U.S. Mission in Moldova. The Computer Management Assistant works as part of a six-person team, does not directly supervise any staff, and reports to the Computer Management Specialist. The Computer Management Assistant is responsible for the daily operations, maintenance, management, installation, and inventory of all unclassified computer, networking, telephone, television, and administrative UHF radio equipment for the Mission. The Computer Management Assistant has an office in the main embassy compound and may access all other mission owned or leased properties.</p>				

14. Major Duties and Responsibilities

Major Duty: Computer Systems and Network Administration – 45%

1. The Computer Management Assistant (CMA) directly manages all Department of State (DoS) unclassified communications systems, including OpenNet+, Dedicated Internet Networks (DIN's), telephone, and administrative radio networks. Administers and operates complex computer hardware system(s), such as servers, routers, switches and peripheral equipment, choosing appropriate interface, installation of appropriate drivers, testing, etc.
2. The CMA configures and installs IT equipment which includes networked servers and workstation computers & peripherals, telephone and radio gear.
3. The CMA is the Mission's primary point of contact for resolving all unclassified hardware, software, radio, and telecommunications problems and is on-call for all emergencies. Monitors customer support issues and directs the ISC staff to ensure timely and high quality customer response.
4. The CMA supports all software implemented at post, including: MS Windows Operating Systems; Consular Affairs programs; MS Exchange Server and Client; SMS and SQL; MS Office; all Anti-Virus/Malware software and all special software packages, including Client/Server applications with shared resources for B&F, HR and GSO offices.
5. The CMA provides courteous and prompt customer service through face-to-face, telephone, and electronic (email) communications;
6. The CMA creates and manages domain accounts, mailboxes, shared folders and personal folders on a server, setting up a user profile for users, and providing a security briefing on using DoS computer system.
7. The CMA works with the Network Control Center (NCC), Regional Support Unit (RSU), CA Support Help Desk and the IT Service Center in the surveying, installation and management of system software and hardware utilizing official action cables, e-mail and telephone communication.
8. The CMA documents technical specifications, troubleshooting steps, and standard operating procedures.
9. The CMA administers, analyses, verifies and tests all backup data, equipment, and procedures.
10. The CMA performs change management for any and all changes to unclassified systems, software, or hardware.
11. The CMA Provides administration for all mobile data devices, including inventory, tracking, and providing user support.
12. The CMA may be called upon to be a Subject Matter Expert (SME) for post's communications contracts which include, but are not limited to, all official Internet connectivity contracts, cellular communications contracts, local telephone and data connection contracts, and others as deemed appropriate by the IMO and GSO.

Major Duty: Digital Video, CATV, Radio, & Telephone Systems Management – 20%

1. The CMA develops and supports telecommunication links for conducting Digital Video Conferences between the Embassy and other participants.
2. In coordination with the IMS, the CMA assures the proper functioning of Post's telephone systems in non-CAA space by issuing, inventorying, programing, installing, relocating, troubleshooting, and returning-for-repair telephone equipment and systems in non-CAA space.
3. The CMA configures, troubleshoots, and supports the organization's VoIP (Voice over IP) telephone systems.
4. The CMA is responsible for the proper functioning and programming of all administrative UHF radio units, systems, repeaters.
5. The CMA assists GSO with the installation, repair, troubleshooting, and management of post's Cable TV systems used for official use by the Mission and serves Post's subject matter experts (SME) on local cable, wireless, and satellite television and internet service providers in regard to official needs.

Major Duty: Information Security – 15%

1. The CMA ensures implementation of, and compliance with, DoS Computer Security policies, standards, guidelines and regulations on computer software, hardware, and peripheral equipment.
2. The CMA installs and maintains department standard and post-defined security software (e.g. Anti-Virus/Malware software, USB Control software) and ensures it has the latest information in order to protect the system.
3. The CMA monitors server logs, reviews file and folder access permissions for all sections and ensures that all such configurations are in accordance with the desires of each sections American supervisor, and reports suspicious activities to ISO, IMO, and ISSO.
4. The CMA updates and maintains the IT Contingency Plan for OpenNet+, DIN, Consular, and other unclassified networks.
5. The CMA monitors Post's IT infrastructure environmental monitoring systems to prevent or mitigate safety threats and/or damage to IT equipment.
6. The CMA provides physical security by storing all government-owned software, password lists and other sensitive documents in authorized safes and containers; ensuring only authorized personnel have access to restricted server room and sub-network areas, and visitors are logged and escorted as required by FAM/FAH.

Major Duty: Miscellaneous Technical & Administrative Duties – 15%

1. The CMA will be familiar with and adhere to the appropriate Foreign Affairs Manual (FAM) and Foreign Affairs Handbook (FAH) sections that relate to Diplomatic Information Technologies, Networks, Telephone services, and Radio services.
2. The CMA keeps abreast of new products and trends in the IT field and in the Department and explores their applicability to the Embassy needs, alerting Post management to opportunities and problems.
3. The CMA works closely with the ISO in drafting systems reports requested by the Department or Post Management.
4. The CMA supports VIP visits by providing IRM services to visiting delegations and support personnel.
5. The CMA performs as backup for all staff members in the ISC.
6. The CMA deploys, administers, and operates DoS emergency network and communications equipment.
7. The CMA develops, designs, manages and supports the United States Embassy Intranet SharePoint web site. As a site administrator, manages all user and site groups, permissions and settings. Troubleshoots all issues related to Embassy Microsoft SharePoint Intranet web site.
8. The CMA uses various web technologies and techniques, including HTML, JavaScript, CSS, and XML, to add new content adding documents and files as requested; Adds animation, video, and dynamic content to web pages where appropriate.
9. The CMA is responsible for providing installation, training, and end-user support for all IRM supported applications and systems.

Major Duty: Other Duties As Assigned – 5%

1. May include, but not limited to: escort of non-IRM personnel in IRM spaces, cleaning or reorganizing of office and storage areas, translation for meetings, etc.

****Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**

15. Qualifications Required For Effective Performance

a. Education:

Four-year university degree (equivalent to U.S. Bachelor's degree) in computer science, information systems, engineering, mathematics or the physical sciences.

b. Prior Work Experience:

At least three years of work experience with the operation, management, and utilization of computer systems and Local Area Networks.

c. Post Entry Training:

Advanced Windows Server; IT Contingency Planning; IT Disaster Recovery and Contingency Planning; LAN/WAN Administration in the Department of State Environment; Microsoft Exchange Server; Supporting CA Systems and Applications; WebPASS System Administrator; Windows Desktop Administration; Department-specific Radio and Telephone Courses based on specific equipment currently at post.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

Level III (good working knowledge) speaking/reading/writing English is required.

Level IV (fluent knowledge) speaking/reading/writing Romanian and Russian is required.

e. Job Knowledge:

This position functions as a subject matter expert on a broad range of information and communications technologies used by the Department of State. This knowledge required to do such includes, but is not limited to:

Good knowledge of information management principles, practices, and procedures and awareness of technical advances in relevant hardware, software, and database administration techniques sufficient to serve as the Embassy's technical subject matter expert providing guidance to other US Embassy computer specialists, managers and users.

Good knowledge of computers and related equipment, industry standard tools, test equipment, running, maintaining and terminating telecommunication cables and cable management systems; installing configuring, maintaining, and repairing workstations, servers, printers and other peripherals; data management routines, data restore procedures, utility programs.

Good knowledge of communications concepts and systems as related to local area networks, wide area networks, and data communications. Skill in installing, supporting, and maintaining local area networks and in operating various communications devices (bridges, routers, switches, etc.).

Good knowledge of Microsoft Operating Systems, Office, Share Point, and Back Office products; Cisco Operating Systems; VMWare virtual environments (VMSphere), Blackberry Enterprise Server (BES); Oracle DB; and numerous other software supporting DoS systems.

Good knowledge of Federal, Departmental, and Post policies, requirements, and guidelines on information management and office automation to properly administer the Post's information management resources, including computer hardware, LAN's, applications systems, data base management systems, and connectivity to internal and external systems.

Good knowledge of Moldovan and regional IT infrastructure, IT service providers, vendors, and government offices that control and/or influence IT and telecommunications in and/or transiting Moldova.

Knowledge of the Federal, Departmental, and Post policies, requirements, and guidelines relating to the installation, management, and operation of posts telephone and radio networks. This includes both the principles of operation as well as the specific hardware that is used, including the ability to run and terminate all necessary cabling.

f. Skills and Abilities:

Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the organization computer resources. Good skills to develop and maintain two-way communications and promote computer and automation services.

Must be able to speak good English face-to-face with all Americans in the mission; Must be able to explain Department of State Information Technology rules and regulations; Must be able to converse, understand questions, and provide answers in English by telephone.

Must be able to write in English to communicate network and computer service availability and/or problems with information technology systems; Must be able to write clearly and concisely in English to update and complete requests for service tickets and log book entries;

Must be able to work in confined spaces (i.e. crawlspaces, underneath desks, server closets, in manholes, etc.).

Must be able to work on a flexible schedule that includes after hours and weekend work. Will be on-call for emergencies.

Good interpersonal skills to deal directly and extensively with managers, supervisees, coworkers, and end-users to resolve conflicts, secure cooperation, and to provide training and technical assistance.

Ability to safely work in hazardous environments and/or with dangerous equipment, including basic electrical safety, fiber optic cable and laser handling safety, RF emanations safety, and ladder/heights safety.

Must be able to work indoors and outdoors; must be able to work in extreme environments to include: heat and humidity, dusty environments, and indoors with or without air conditioned rooms.

16. Position Elements

a. Supervision Received:

The Computer Management Assistant reports directly to the Computer Management Specialist and is reviewed by the Information Systems Officer (ISO). His/Her annual ratings will be provided by the Computer Management Specialist. The Computer Management Specialist will receive project and work assignments from the supervisor. They will also be assigned requests entered into the mission's electronic ticketing system and take appropriate action. Priorities and deadlines are made by the Computer Management Specialist in coordination with the ISO as necessary and passed to the CMA.

b. Supervision Exercised:

This position is not responsible for any supervision.

c. Available Guidelines:

The CMA must draw upon the Foreign Affairs Manual and the Foreign Affairs Handbook, manuals and documentation for IT systems and equipment, industry standards for IT communications and operations for guidance, post standard operating procedures, and management notices. When guidance is conflicting or unclear, the CMA consults with the Computer Management Specialist or ISO for clarification.

d. Exercise of Judgment:

As a systems administrator they will have access to all sensitive but unclassified (SBU) information maintained on the system to include (but not limited to): payroll, medical, investigative, and personal information. The CMA must exercise great care, with attention to detail and awareness of ethical problems encountered while administering the embassy's unclassified network systems. They must exercise judgement to maintain the integrity and confidentiality of data. The CMA also has great power over the mission's systems, given the level of authority that is granted to administrative users. As one of very few individuals given the ability to install, modify, or delete applications and electronic services, a momentary mistake can bring the entire IT infrastructure to an abrupt halt if they do not use good judgment in the execution of their duties.

The employee must exercise judgment in interpreting, applying, and adapting policies and guidelines to the solution,

The CMA is responsible for exercising initiative and independent judgment in and executing the automation projects of the US Embassy Chisinau.

e. Authority to Make Commitments:

This position does not have the authority to make commitments

f. Nature, Level and Purpose of Contacts:

Members of the Information Systems Center (ISC) will interact daily with the other team members and share office space with them; He/She will interact with all members of the mission who use IT systems. This includes the Ambassador and front office, Country Directors for other USG agencies, as well as all other assigned USG employees. Information Technology issues are handled on a daily basis and the ISC has daily contact with a wide array of mission personnel. Most interactions are in the form of electronic trouble tickets however, people stop by or call the ISC when things are broken or need to be moved. Effective customer service is a primary concern.

The CMA will liaise with Moldovan government officials and commercial company technical experts related to conducting systems analyses, collecting data, and establishing operational requirements.. The CMA also maintains contacts with DOS/IRM officials for technical and operational consults including the Network Control Center (NCC), Regional Support Unit (RSU), IM-Help desk, CA Support Deck and the IT Support desk in Washington and other DC and regionally based support structures.

Must possess professional contacts within the Moldovan Ministry of Communications and Information Technology and the Moldovan Center for Special Telecommunications.

g. Time Expected to Reach Full Performance Level:

Due to the number and complexity of the various systems used by the Department, it will take approximately one year (12 months) before full performance can be expected.